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# Success Story

## Caritas Altenzentrum Haus St. Hildegard, Eltville

«In addition to planning reliability and correct time recording, everyone here in the house appreciates the convenient handling of the key tags with the LEGIC chip for time recording at the terminal of Kaba Benzing. And if we are faced with a problem at any time, we can rely on our contact persons and the hotline at tisoware.»

**Heike Kohl**  
Care Service Manager

[www.caritas.de](http://www.caritas.de)  
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ZEITWIRTSCHAFT

### Good times for senior citizens

With the comprehensive and differentiated services that are provided in a residential care home for senior citizens, information and communication are of decisive importance. Well-coordinated duty rosters and correct personnel time recording are the basic requirements for an efficient management and harmonious working climate.

In St. Hildegard's residential old people's home, there are a total of 128 senior citizens from Eltville and the Rheingau-Taunus district in 80 apartments and 24 flats, each with two people. St. Hildegard's also offers 85 senior citizens a diversity of services in a home-from-home atmosphere. These services provide safety and security on the one hand and, if they require care, also invite residents to plan their everyday life according to their own personal affinities, possibilities and skills. In two geronto-psychiatric departments on a protective residential floor, a total of 25 people with poor orientation and age-related states of confusion are given activating care and support that takes account of the mental and psychological changes in their condition.

### Round-the-clock care

«The good care for our senior citizens, which has remained constant over the years, is guaranteed by the special professional and personal qualification of our employees», says home manager Heike Kohl, recognizing the achievements of her staff. The employees of the care service are at hand to help the senior citizens around the clock. They want to help in each individual case where the person cannot manage on his or her own. The basic principle: «As little assistance as possible, as much as necessary» is a challenge to the residents and staff at St. Hildegard's. Well-coordinated duty rosters and correct personnel time recording are the basic requirements for an efficient management and harmonious working climate. «Furthermore, we have not just been faced with the task of optimizing processes, reducing costs and making them transparent since the introduction of the long-term care insurance», says Heike Kohl.

# Success Story

## **Integrated procedure takes the signs of the time into consideration**

Consequently, the management at the Caritas Center for Senior Citizens at St. Hildegard House in Eltville opted for a professional data organization with tisoware.DIENSTPLAN and tisoware.ZEIT in an integrated procedure. Hans-Joachim Bouquet, the expert for health and social matters at tisoware, explains why the integration and the combination with the payroll accounting is so important. «The duty roster alone only determines the planned values. Whether work is actually completed like this - which is normally not the case in practice - is not determined until the times are recorded.» A common personnel master database for the payroll accounting and duty roster and personnel time recording procedures ensures the management of the common data. This results in the following advantage: With new recruits, the data are available in a timely manner and are completed as required.

## **Flexible planning required**

In the Caritas Center for Senior Citizens at St. Hildegard House, the EDP project team expected primarily optimization of the personnel assignment planning and a more flexible planning from the electronically assisted duty roster. «An increase in the speed of reaction to staffing changes at short notice was also a pivotal requirement», recalls project service manager Heike Kohl. That the decision was taken in favor of the integrated solution from tisoware was because this offers the opportunity of recording common basic duty rosters and generating a pre-structuring for the assignment planning for any period of time. The costly, manual recreation of 4-week and 6-week duty rosters was thus no longer necessary. But in addition to the duty roster function, the management in a modern facility is also expecting the EDP to record the flexi-time arrangement in the administration, the determination of the start and end of work, the automatic recording and assessment of the work assignments during the stand-by period, the recording of the start of work of the stand-by services and the handover of the assessed data to the payroll accounting.

## **Standard recording of absences**

«Only an integrated procedure with duty roster and time recording can satisfy such high requirements», underlines Hans-Joachim Bouquet from tisoware. For in this way and manner, the falsification-proof identification of time bookings, the keeping of a current time account per employee, a standardized recording of the absences, an automatic calculation of the supplements and benefits, including the very complicated determination of the shift/rotating shift supplement pursuant to Section 33a BAT (German civil service pay scale), and the easy maintenance of personnel data are possible. The feedback from the employees in the Caritas Center for Senior Citizens at St. Hildegard House in Eltville towards the integrated procedure with duty roster and time recording has been very positive. «In addition to planning reliability and correct time recording, everyone here in the house appreciates the convenient handling of the key tags with the LEGIC chip for time recording at the terminal of Kaba Benzing. And if we are faced with a problem at any time, we can rely on our contact persons and the hotline at tisoware», says care service manager Kohl, expressing her satisfaction with the system.